

10/20/04 POF/PTC 21 JAN 2005

PTO/SB/08a (08-03)

Approved for use through 07/31/2006. OMB 0651-0031

U.S. Patent and Trademark Office; U.S. DEPARTMENT OF COMMERCE

Under the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it contains a valid OMB control number.

Substitute for form 1449A/PTO				Complete if Known	
<b>INFORMATION DISCLOSURE STATEMENT BY APPLICANT</b>  (use as many sheets as necessary)				Application Number	10/506,368
				Filing Date	March 6, 2003
				First Named Inventor	MANASSEH Frederick, Mark et al.
				Art Unit	
				Examiner Name	
Sheet	1	of	3	Attorney Docket Number	19333.0001U1
U.S. PATENT DOCUMENTS					
Examiner Initials*	Cite No. 1	Document Number Number-Kind Code <sup>2</sup> (if known)	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
/K.W./	1	US-6327343 B1	12-4-2001	EPSTEIN et al.	col. 5 lines 9-65, col. 7 lines 14-65, fig. 3A, fig. 3B
/K.W./	2	US-6427137 B2	7-30-2002	PETRUSHIN	abstract, col. 6 lines 45- 67, col. 8 lines 36-54
/K.W./	3	US-2003/0059016 A1	3-27-2003	LIEBERMAN et al.	
/K.W./	4	US-6704409 B1	3-9-2004	DILIP et al.	
/K.W./	5	US-6212178 B1	4-3-2001	BECK	
/K.W./	6	US-5091780 A	2-25-1992	POMERLEAU	fig. 2, col. 3, line 57 - col. 6, line 21
/K.W./	7	US-5307170 A	4-26-1994	ITSUMI et al.	col. 9, lines 25-40
/K.W./	8	US-5734441 A	3-31-1998	KONDO et al.	fig. 6, col. 8, lines 20- 54
/K.W./	9	US-4145715	3-20-1979	CLEVER Eric C.	col. 1, line 1 - col. 2, line 24, col. 3 line 33- 58
/K.W./	10	US-2002/0087385 A1	7-4-2002	VINCENT	
/K.W./	11	US-2002/0059283 A1	5-16-2002	SHAPIRO et al.	
/K.W./	12	US-2002/0010705 A1	1-24-2002	PARK et al.	
/K.W./	13	US-6345305 B1	2-5-2002	BECK et al.	
/K.W./	14	US-6230197 B1	5-8-2001	BECK et al.	
/K.W./	15	US-6170011 B1	1-2-2001	BECK et al.	
/K.W./	16	US-6167395 A	12-26-2000	BECK et al.	
/K.W./	17	US-6138139 A	10-24-2000	BECK et al.	
/K.W./	18	US-6134530 A	10-17-2000	BUNTING et al.	
/K.W./	19	US-6092197	7-18-2000	COUEIGNOUX	
/K.W./	20	US-6070142	5-30-2000	MCDONOUGH et al.	
/K.W./	21	US-6014647	1-11-2000	NIZZAR et al.	
/K.W./	22	US-6330025	12-11-2001	ARAZI et al.	
/K.W./	23	US-5303045 A	4-12-1994	RICHARDS et al.	abstract
/K.W./	24	US-5404170 A	4-4-1995	KEATING	abstract
/K.W./	25	US-5519446 A	5-21-1996	LEE	abstract
/K.W./	26	US-5742349 A	4-21-1998	CHOI et al.	abstract
/K.W./	27	US-5790096 A	8-4-1998	HILL, Jr.	abstract
/K.W./	28	US-5796439 A	8-18-1998	HEWETT et al.	abstract
/K.W./	29	US-6037991 A	3-14-2000	THRO et al.	abstract
/K.W./	30	US-6094227 A	7-25-2000	GUIMIER	abstract
/K.W./	31	US-6111610 A	8-29-2000	FAROUDJA	abstract
/K.W./	32	US-5353618	10-4-1994	Crick	

10 Rec'd PGT/PTC

21 JAN 2005

PTO/SB/08b (08-03)

Approved for use through 06/30/2006. OMB 0651-0031

U.S. Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

Under the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it contains a valid OMB control number.

Substitute for form 1449A/PTO		Complete if Known	
<b>INFORMATION DISCLOSURE STATEMENT BY APPLICANT</b>  <i>(use as many sheets as necessary)</i>		Application Number	10/506,368
		Filing Date	March 6, 2003
		First Named Inventor	MANASSEH Frederick, Mark et al.
		Group Art Unit	
		Examiner Name	
Sheet	2	Of	3
		Attorney Docket Number	19333,0001U1
<b>OTHER PRIOR ART - NON PATENT LITERATURE DOCUMENTS</b>			
Examiner Initials	Cite No. <sup>1</sup>	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial symposium, catalog, etc.) date, page(s), volume-issue number(s), publisher, city and/or country where published.	T <sup>2</sup>
/K.W./	48	SEDOR - Internet pages form <a href="http://www.dallmeier-electronic.com">http://www.dallmeier-electronic.com</a>	
/K.W./	49	NiceVision - Secure your Vision, a prospect by NICE Systems, Ltd.	
/K.W./	50	NICE Systems announces New Aviation Security Initiative, reprinted from Security Technology & Design	
/K.W./	51	(Hebrew) "the Camera That Never Sleeps" from Yediot Aharonot	
/K.W./	52	FREEDMAN, I. Closing the Contact Center Quality Loop with Customer Experience Management, Customer Interaction Solutions, Vol. 19, no. 9, March 2001	
/K.W./	53	PR NEWswire, NICE Redefines Customer Interactions with Launch of Customer Experience Management, 13 June 2000	
/K.W./	54	PR NEWswire, Recognition Systems and Hyperion to Provide Closed Loop CRM Analytic Applications, 17 November 1999	
/K.W./	55	Financial companies want to turn regulatory burden into competitive advantage, 24-Feb-2003, printed from InformationWeek, <a href="http://www.informationweek.com/story/TWK20030223S0002">http://www.informationweek.com/story/TWK20030223S0002</a>	
/K.W./	56	(Hebrew) print from Haaretz, "The Computer at the Other End of the Line", Feb-17-2002	

Signature	/Kent Wang/	Considered	01/14/2008
-----------	-------------	------------	------------

\*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

<sup>1</sup> Applicant's unique citation designation number (optional). <sup>2</sup> Applicant is to place a check mark here if English language Translation is attached.

This collection of information is required by 37 CFR 1.97 and 1.98. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to take 2 hours to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS.

SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

If you need assistance in completing the form, call 1-800-PTO-9199 and select option 2.

/K.W./	33	US-6404857	6-11-2002	Blair et al.	
/K.W./	34	US-4821118 A	4-11-1989	LAFRENIERE	fig. 10, col. 9 line 44-68, col. 11 line 8 - col 12 line 16, col. 13 line 1-22
/K.W./	35	US-6097429	8-1-2000	SEELY et al.	abstract, col. 8 Line 31-col. 9 line 5, col. 13 line 5 - col. 14 line 17
/K.W./	36	US-6559769	5-6-2003	ANTHONY et al.	abstract, fig. 6, col. 4 line 48 - col. 5 line 6, col. 17 line 44 - col. 19 line 6
/K.W./	37	US-2001/0043697 A1	11-22-2001	COX et al.	abstract, page 1, paragraph 15
/K.W./	38	US-6441734 B1	8-27-2002	GUTTA et al.	abstract
/K.W./	39	US-2003/0128099 A1	7-10-2003	COCKERHAM	abstract, page 5 par. 51, page 5-6 par. 59, page 7, par 70-71
/K.W./	40	US-6,028,626	2-22-2002	Aviv et al	
/K.W./	41	US-6,295,367	9-25-2001	Crabtree et al	

FOREIGN PATENT DOCUMENTS						
Examiner Initials*	Cite No. <sup>1</sup>	Foreign Patent Documents	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear	T 6
		Country Code <sup>2</sup> Number <sup>3</sup> Kind Code <sup>5</sup> (if known)				
/K.W./	42	WO 03 013113 A2	2-13-2003	BLAIR et al.		
/K.W./	43	WO 98 01838 A	1-15-1998	SULLIVAN Patrick J.	page 1, line 1 - page 3 line 20, page 6 line 4 - page 9, line 14	
/K.W./	44	WO 95 29470 A	11-2-1995	KATZ Barry	abstract, page 1, line 4-8, page 5, line 15 - page 10 line 8, page 13 line 21 - page 16, line 22	
/K.W./	45	WO 03 067884 A1	8-14-2003	Yeredor et al.		
/K.W./	46	GB 9916430.3	7-13-1999	Racal		
/K.W./	47	WO 03/067360 A2	8-14-2003	Elazar et al		
Examiner Signature		/Kent Wang/		Date Considered	01/14/2008	

\*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of copy of this form with next communication to applicant. <sup>1</sup> Applicant's unique citation designation number (optional). <sup>2</sup> See Kinds Codes of USPTO Patent Documents at [www.uspto.gov](http://www.uspto.gov) or MPEP 901.04. <sup>3</sup> Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). <sup>4</sup> For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. <sup>5</sup> Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible. <sup>6</sup> Applicant is to place a check mark here if English language Translation is attached.

This collection of information is required by 37 CFR 1.97 and 1.98. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. this collection is estimated to take 2 hours to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of commerce, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450

Under the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it contains a valid OMB control number.

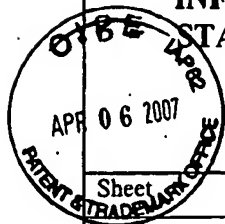
\*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

<sup>1</sup>. Applicant's unique citation designation number (optional). <sup>2</sup>. Applicant is to place a check mark here if English language Translation is attached.

This collection of information is required by 37 CFR 1.97 and 1.98. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to take 2 hours to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of commerce, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS.

**SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.**

*If you need assistance in completing the form, call 1-800-PTO-9199 and select option 2.*



Substitute for form 1449A/PTO

**INFORMATION DISCLOSURE  
STATEMENT BY APPLICANT**

(use as many sheets as necessary)

**Complete if Known**

Application Number	10/506,368
Filing Date	January 21, 2005
First Named Inventor	Manasseh, et al
Art Unit	2622
Examiner Name	To be Assigned
Attorney Docket Number	19333.0001U1

Sheet 1 of 2

**U.S. PATENT DOCUMENTS**

Examiner Initials*	Cite No. <sup>1</sup>	Document Number Number-Kind Code <sup>2</sup> (if known)	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
/K.W./	1	7,076,427 B2	7-11-2006	SCARANO et al	
/K.W./	2	6,081,606 A	6-27-2000	HANSEN ET AL	
/K.W./	3	2002/005898 A1	1-17-2002	KAWADA RYOICHI ET AL	
/K.W./	4	2004/0249650 A1	12-9-2004	FREEDMAN ET AL	
/K.W./	5	2004/0098295 A1	5-20-2004	SARLAY et al	
/K.W./	6	2003/0163360 A1	8-28-2003	GALVIN	
/K.W./	7	2004/0141508 A1	7-22-2004	SCHOENEBERGER et al.	

**FOREIGN PATENT DOCUMENTS**

Examiner Initials*	Cite No. <sup>1</sup>	Foreign Patent Documents Country Code <sup>3</sup> Number <sup>4</sup> Kind Code <sup>5</sup> (if known)	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear	T <sup>6</sup>
/K.W./	8	WO 02/37856 A1	5-10-2002	DYNAPEL SYSTEMS, INC		
/K.W./	9	WO 04 091250 A1	10-21-2004	LAIHO, Keijo et al		
/K.W./	10	EP 1 484 892 A2	8-12-2004	Nortel Networks		
/K.W./	11	DE10358333 A1	7-14-2005	Siemens AG		

**OTHER PRIOR ART - NON PATENT LITERATURE DOCUMENTS**

Examiner Initials*	Cite No. <sup>1</sup>	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial symposium, catalog, etc.) date, page(s), volume-issue number(s), publisher, city and/or country where published.	T <sup>2</sup>
/K.W./	12	Chen, et al.; "A Data - Warehouse / OLAP Framework for Scalable Telecommunication Tandem Traffic Analysis"; pp. 1-9.	
/K.W./	13	Article entitled "CERTAINTY - Automated Quality Monitoring"; SER Solutions, Inc.; 2003; pp. 1-2.	
/K.W./	14	Article entitled "CERTAINTY - Agent Performance Optimization"; SE Solutions, Inc.; 2005; pp. 1-2.	
/K.W./	15	Lawrence P. Mark; "SER - White Paper - Certainty Quality Assurance"; SER Solutions Inc.; 2003 -2005; pp. 1-17.	
/K.W./	16	Reynolds, et al.; "Robust Text Independent Speaker Identification Using Gaussian Mixture Speaker Models"; IEEE Transactions on Speech and Audio Processing; Vol. 3; No 1; January 1995; pp. 72-83.	
/K.W./	17	Chaudhari, et al.; "Very Large Population Text-Independent Speaker Identification Using Transformation Enhanced Multi-Grained Models"; IBM T.J. Watson Research Center; October 2000; pp.1-4.	
/K.W./	18	Reynolds, et al.; "Speaker Verification Using Adapted Gaussian Mixture Models"; Digital Signal Processing; Vol. 10; No. 1-3; January/April/July 2000; pp. 19-41.	
/K.W./	19	Zigel, et al.; "How to deal with multiple-targets in speaker identification systems?"; NICE Systems Ltd.; Audio Analysis Group; pp. 1-7.	
/K.W./	20	Bimbot, et al.; "A Tutorial On Text-Independent Speaker Verification"; EURASIP Journal on Applied Signal Processing; Vol. 4; 2004; pp. 430-451.	
/K.W./	21	Muthusamy et al.; "Reviewing Automatic Language Identification"; IEEE Signal	

		Processing Magazine; October 1994; pp. 33-41.	
/K.W./	22	Marc A. Zissman; "Comparison of Four Approaches to Automatic Language Identification of Telephone Speech"; IEEE Transactions on Speech and Audio Processing; Vol. 4; No. 1; January 1996; pp. 31-44.	
/K.W./	23	Amir, et al.; "Towards an Automatic Classification Of Emotions In Speech"; Communications Engineering Department Center for Technological Education Holon; pp. 1-4.	
Signature	/Kent Wang/		01/14/2008
		Considered	

\*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

<sup>1</sup>. Applicant's unique citation designation number (optional). <sup>2</sup>. Applicant is to place a check mark here if English language Translation is attached. This collection of information is required by 37 CFR 1.97 and 1.98. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. this collection is estimated to take 2 hours to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of commerce, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

*If you need assistance in completing the form, call 1-800-PTO-9199 and select option 2.*